

CHAPTER I

INTRODUCTION

1.1 Background of study

Food and Beverage in a hotel encompasses the management and operation of dining establishments and catering services within the hotel premises. This includes various outlets such as restaurants, bars, cafes, room service, and banquet facilities. F&B teams are responsible for menu planning, food preparation, beverage service, maintaining quality standards, and ensuring exceptional guest experiences. Additionally, they handle aspects of inventory management, cost control, staff training, and compliance with health and safety regulations. The F&B department plays a crucial role in enhancing the overall guest satisfaction and reputation of the hotel, contributing significantly to its success in the hospitality industry.

Selecting a hotel as a Food and Beverage (F&B) internship place offers a comprehensive learning environment tailored to the hospitality industry. Interning in a hotel allows for hands-on experience in menu planning, food preparation, beverage service, and customer interaction, fostering skill development in a professional setting. Moreover, hotels often uphold high standards of service excellence and offer structured training programs led by experienced F&B professionals, ensuring valuable mentorship and skill enhancement. The fast-paced and dynamic nature of hotel F&B operations also provides opportunities to learn about managing large volumes, maintaining quality standards, and catering to diverse guest preferences, making it an ideal choice for aspiring F&B professionals seeking practical experience and industry exposure.

The renowned reputation of Vasa Hotel's restaurant and pastry offerings draws considerable attention from patrons, thus influencing the author's decision to select Vasa Hotel as an internship place for 6 months. The author lacks prior experience in both the professional workplace and large-scale

production of goods. Thus, seizing this opportunity, the author aims to enhance their expertise and proficiency in the realms of pastry crafting and professional work environment. This report is written from the completed internship at Vasa Hotel Surabaya from 1 December 2023 – 5 June 2024. The author opted to pursue an internship at Vasa Hotel with the intention of expanding their comprehension of their abilities and gaining practical experience in the pastry industry. At Vasa Hotel, interns have the flexibility to select their preferred department, and the author chose the pastry department for their internship. This internship serves as an opportunity for the author to enhance their skills and knowledge while applying concepts learned at Ottimmo. Additionally, it enables the author to nurture creativity, undertake diverse responsibilities in the workplace, acquire new pastry techniques, and learn novel recipes in the kitchen.

The reasons for undertaking an internship vary, but generally include gaining practical experience in a field relevant to your field of study, expanding your professional network, improving your skills, and exploring career potential in a particular industry. Internships can also be an opportunity to test interests and talents, and to gain first-hand insight into how work in the field is done. Additionally, internships are often a requirement or an integral part of the academic curriculum and can help strengthen applications for future employment.

1.2 Industrial Training Objective

1. To improve culinary skills
2. To gain exposure to the professional pastry industry
3. To fostering teamwork and communication skills is essential for success in a professional kitchen environment.
4. To teach the importance of efficient time management in the kitchen.
5. To develop skills in interacting with customers.

1.3 The Benefits of Internship

1.3.1 For Students

1. Gain direct exposure to the realm of work field.
2. Acquire responsibility for assigned tasks and roles.
3. Obtain firsthand experience in customer interaction.
4. Develop the ability to swiftly address and resolve situations and issues.
5. Enhance skills in time management and organization.

1.3.2 For Ottimmo International

1. Introducing Ottimmo to a broader audience.
2. Get a relation with 5-star hotel.
3. Applying the theoretical knowledge and comprehension gained by students during their internship experience.

1.3.3 For Vasa Hotel

1. Establish connections with culinary institutions.
2. Get human resources without additional expenditure on salaries.
3. Promoted by the trainees for the following students.
4. Identify prospective staff members.